

Client Education at the Field Office

To respect your time and provide you with a more positive experience, the DES Family Assistance Administration is introducing a new Client Education process to field offices.

With added customer service, staff will help you understand the application process and prepare you for a successful eligibility interview.

Better Preparation

More Successful Interviews

Shorter Wait Times

Client Education Process

Greeter: A Greeter will welcome you to the office and direct you according to your needs

Client Educator: An employee will screen your documents and see if you are prepared for an interview

Resource Center: If you need to access and print more documents, staff can help you at the Resource Center

Complete Your Interview

Eligibility Interview: Once called, you will meet with a Program Services Evaluator to complete your interview and the application process

After the Interview: After the interview, your application will be assessed and you will receive a determination within the next 30 days